

Case 3

Client

Medical Equipment Provider.

Number of agents

11 Agents.



Solutions we provide

Filing Medical Records. Front and Back Office Support. Claims Processing (Transmits + Status). Insurance Verification & Eligibility. Appointment Setting.

About client

- They bill their customer's insurance themselves and provide in-home visits.

How we helped

- They contacted us in July 2015 with the intent to form a 2 person team that would process claims and confirm their status. Little by little the team grew in number of seats and responsibilities.
- The client trained the first 2 agents in every stage that needed implementation. Then, our agent was promoted to Team Leader and she was the one in charge of training every new hire.
- The train-the-trainer approach has been proven to be a success in multiple campaigns and we encourage every client to use the same technique. It frees up the client from recruiting, placing and training, and pretty much every headache that comes with staffing.
- We currently have 10 agents and 1 supervisor. We are handling over 400 cases daily that involve almost every stage in processing claims, Insurance Verification and Eligibility, filing medical records, etc.
- Every agent is trained in 36 different tasks of our clients revenue cycle.
- This is one of our most stable campaigns. With almost 5 years with us, they have referred us to several of our current clients in the medical sector.